



Best Practices For Scratchers Games

- Keep **daily records** of ticket inventory using the Lottery's "Ticket Inventory" form or similar form. This is to include game, pack, and ticket number.
- Verify your shipment of Scratchers tickets with the shipping label & invoice upon receipt. Indicate date received at the end of each pack.
- Immediately report any missing packs from your shipment or if you have received a pack not listed on your invoice.
- Create a procedure to acknowledge/sign-out when moving tickets from safe to dispenser. Also, note if tickets need to be scanned into inventory.
- Only provide Dispensers, ITVM, & Lock-box keys to appropriate personnel.
- Inventory Scratchers tickets after each shift and always look at the first and last tickets on the pack to ensure proper inventory numbers.
- Rotate Scratchers inventory so that packs received first are sold first.
- Know **Lost or Stolen Tickets** procedures. Ensure your evening and weekend staff knows the procedures, too.
- Encourage players to sign winning tickets before validating.
- Always validate Scratchers tickets before paying the customer.
- If you cannot validate a ticket on the online terminal give it back to the player and ask them to contact the Lottery about their ticket issue.
- Deface validated Scratchers tickets after paying, so they could not be presented for payment again.
- If requesting a return or a credit adjustment for Scratchers tickets the ticket cannot have been inquired on or validation attempted.
- If requesting a return or a credit adjustment for a Scratchers ticket the latex coating cannot have been removed to indicate play and/or cannot have been removed showing the VIRN.

- Packs in inventory that have been issued but have not dropped for billing can be printed from the Online Terminal under Scratchers Reports in the Scratchers tab.

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